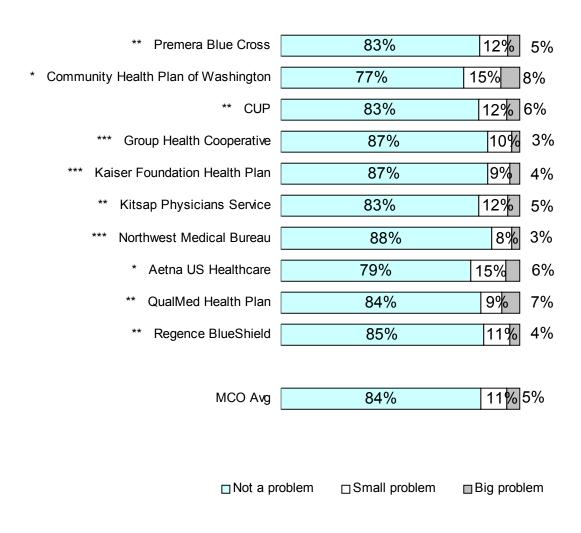
# Composite Measure 1: Getting care that is needed

Four survey questions asked parents *if they had problems*:

- ☐ Finding a personal doctor they are happy with
- □ Getting referrals to see specialists
- □ Getting necessary care
- ☐ Getting care approved without delays from the health plan
- \*\*\* Better than survey average
- \*\* Average
- \* Below survey average

**Note:** The bar graph represents raw percentages of responses for all questions contributing to the composite. Star ratings represent relative ratings of overall MCO means, adjusted for age and health status. These two different figures may not always be consistent due to these adjustments.

#### Getting care that is needed



# Composite Measure 2: Getting care without long waits

Four survey questions asked parents *how often* they:

- ☐ Got the help or advice they needed when they called the doctor's office
- Got an appointment as soon as they wanted for routine or regular care
- Got care as soon as they wanted for an illness or injury
- □ Waited 15 minutes or less in the waiting room
- \*\*\* **Better** than *survey average*
- \*\* Average
- \* **Below** survey average

**Note:** The bar graph represents raw percentages of responses for all questions contributing to the composite. Star ratings represent relative ratings of overall MCO means, adjusted for age and health status. These two different figures may not always be consistent due to these adjustments.

#### Getting care without long waits

** Premera Blue Cross	71%	18%	11%
* Community Health Plan of Washington	53%	20%	27%
** CUP	71%	18%	11%
*** Group Health Cooperative	69%	18%	13%
*** Kaiser Foundation Health Plan	61%	24%	15%
** Kitsap Physicians Service	70%	19%	11%
*** Northwest Medical Bureau	75%	17%	8%
* Aetna US Healthcare	71%	18%	11%
** QualMed Health Plan	67%	22%	11%
** Regence BlueShield	72%	19%	9%
MCO Avg	69%	19%	12%
□Always	□Usually	☐ Sometimes/N	Never

# Composite Measure 3: How well doctors communicated

Four survey questions asked parents *how often* their children's doctors or other health care providers:

- □ Listened to them carefully
- Explained things in a way they could understand
- Showed respect for what they had to say
- □ Spent enough time with their children
- \*\*\* Better than survey average
- \*\* Average
  - \* Below survey average

**Note:** The bar graph represents raw percentages of responses for all questions contributing to the composite. Star ratings represent relative ratings of overall MCO means, adjusted for age and health status. These two different figures may not always be consistent due to these adjustments.

#### How well doctors communicated

** Premera Blue Cross	72%	19%	9%
* Community Health Plan of Washington	65%	20%	15%
** CUP	71%	21%	8%
* Group Health Cooperative	63%	28%	9%
* Kaiser Foundation Health Plan	63%	25%	12%
** Kitsap Physicians Service	69%	22%	9%
*** Northwest Medical Bureau	73%	22%	5%
** Aetna US Healthcare	70%	20%	9%
** QualMed Health Plan	69%	24%	8%
*** Regence BlueShield	73%	20%	7%
MCO Avg	69%	22%	9%
□Alw	ays □Usually	☐ Sometimes/Nev	ver

# Composite Measure 4: Courtesy, respect, and helpfulness of office staff

Two survey questions asked parents *how often* staff at their children's doctor's office:

- □ Treated them with courtesy and respect
- □ Were as helpful as they should be

- \*\*\* Better than survey average
- \*\* Average
- \* Below survey average

**Note:** The bar graph represents raw percentages of responses for all questions contributing to the composite. Star ratings represent relative ratings of overall MCO means, adjusted for age and health status. These two different figures may not always be consistent due to these adjustments.

#### Courtesy, respect, and helpfulness of office staff

** Premera Blue Cross	74	%	18%	8%
* Community Health Plan of Washington	63%	21	l%	16%
** CUP	70°	%	22%	8%
** Group Health Cooperative	709	%	23%	7%
** Kaiser Foundation Health Plan	68%	6	24%	9%
** Kitsap Physicians Service	74	.%	20%	6%
*** Northwest Medical Bureau	77	7%	18%	4%
** Aetna US Healthcare	73	%	21%	6%
*** QualMed Health Plan	76	6%	18%	5%
*** Regence BlueShield	78	3%	16%	6%
MCO Avg	72	%	20%	8%
□A	lways	ually □Sc	ometimes/Ne	ever

## Composite Measure 5: Health plan's customer service and paperwork

Two survey questions asked parents *if they had problems*:

- ☐ Getting the help they needed when they called the health plan's customer office
- Paperwork related to getting care (such as problems with getting their health plan ID card or having their medical records changed)
- \*\*\* Better than survey average
- \*\* Average
- \* Below survey average

**Note:** The bar graph represents raw percentages of responses for all questions contributing to the composite. Star ratings represent relative ratings of overall MCO means, adjusted for age and health status. These two different figures may not always be consistent due to these adjustments.

#### Health plan's customer service and paperwork

** Premera Blue Cross	57%	26% 17%	
** Community Health Plan of Washington	55%	23% 22%	
** CUP	56%	33% 11'	%
** Group Health Cooperative	60%	23% 17%	6
*** Kaiser Foundation Health Plan	57%	32% 11	%
** Kitsap Physicians Service	54%	27% 19%	
** Northwest Medical Bureau	54%	31% 15%	6
		2 = 2 /	
* Aetna US Healthcare	40%	35% 25%	
* Aetna US Healthcare  ** QualMed Health Plan	51%	35% 25% 30% 18%	
		1 1	_
** QualMed Health Plan	51%	30% 18%	_
** QualMed Health Plan	51%	30% 18%	
** QualMed Health Plan  ** Regence BlueShield	51%	30% 18% 32% 17%	